

Los Angeles County Department of Mental Health Presentation to the Commission on Disabilities

Presenters:

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Mission and Mandate



About LACDMH

Mission

Enriching lives through partnership designed to strengthen the community's capacity to support recovery and resiliency is our Mission.

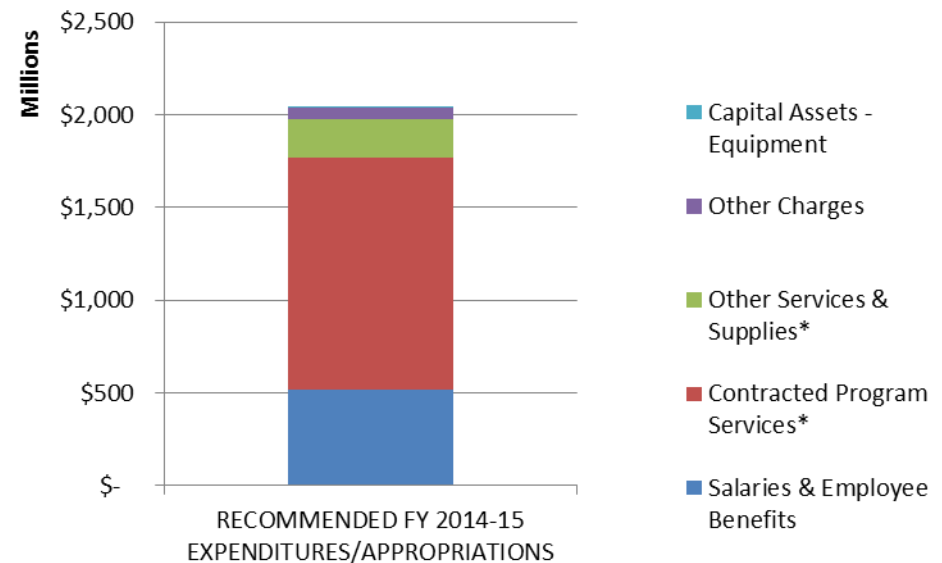
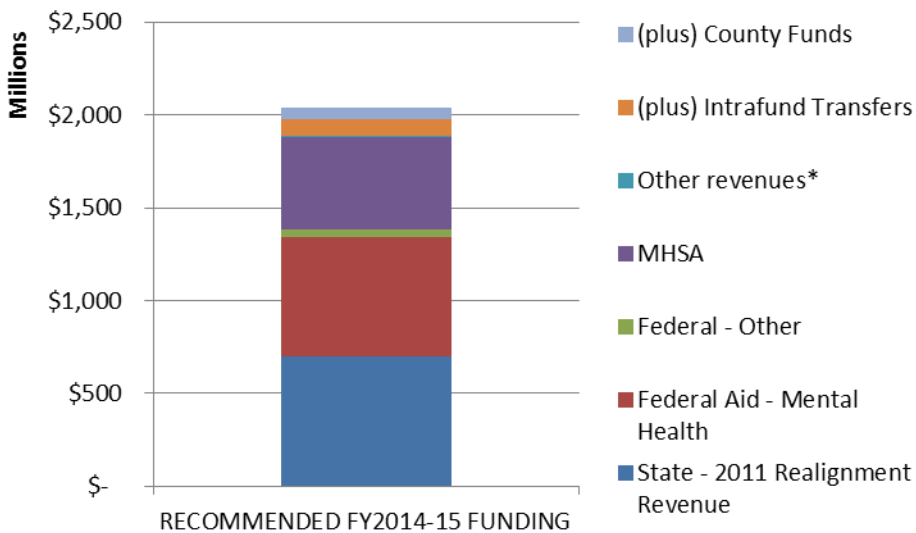
General info

- The Los Angeles County Department of Mental Health (DMH) is the largest county mental health department in the country. DMH directly operates **75 program sites** and more than **100 co-located sites**. DMH contracts with **over 600 providers**, including non-governmental agencies and individual practitioners who provide a spectrum of mental health services to people of all ages to support hope, wellness and recovery.
- Our diverse workforce, including nurses, psychiatrists, psychologists, social workers, marriage and family therapists, medical doctors, community workers, trained family members and trained mental health consumers, **serves over 260,000 residents of all ages each year.**



About LACDMH

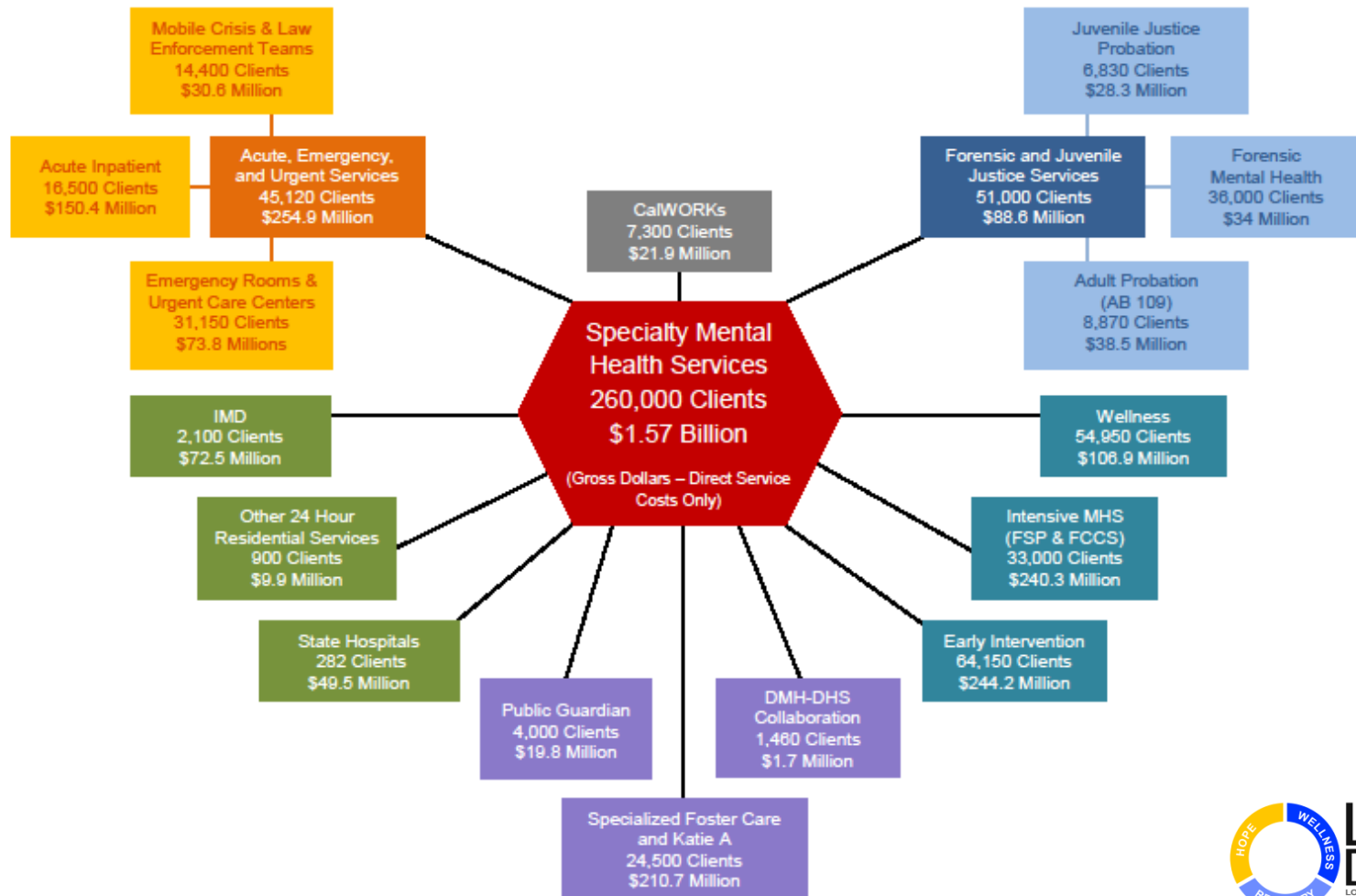
Recommended Budget for FY 2014-2015: Funding and Expenditures (in millions)*



*Source: County of Los Angeles: 2014-15 Recommended Budget, April 2014



LACDMH Network of Care Clients and Gross Costs of Services FY 2013-2014



Consumers with Disabilities

FY 2013-14 Medi-Cal Beneficiaries Served

- 186,710 unique clients (non-indigent)
- 68,723 (36.8%) M-C Disability Aid Code
- 58,918 (31.6%) SSI

Row Labels	%
Blind/Visual	0.14%
Deaf/Hearing	0.08%
Intellectual	0.29%
Mental Disability	49.97%
No/Other	48.91%
Physical	0.48%
Speech	0.13%
Grand Total	100.0%

Note: Approximately 1,400 consumers with multiple disabilities



DMH's Plans and Programs for People with Disabilities Who Receive Mental Health Services



CROSS SYSTEM COLLABORATION MENTAL HEALTH AND REGIONAL CENTERS FOR PERSONS WITH CO-OCCURRING DEVELOPMENTAL DISABILITY AND MENTAL ILLNESS

Irma Castaneda, Ph.D., L.C.S.W.

Deputy Director
Emergency Outreach Bureau



Memorandum of Understanding RC – LACDMH Responsibilities

- Improved access to care
- Plan for crisis intervention including after-hours response, interagency notification guidelines, and follow-up
- RC/LACDMH involvement in treatment and discharge planning – outpatient and inpatient



Memorandum of Understanding

RC – LACDMH Responsibilities (continued)

- Conflict Resolution
 - Joint evaluation when primary responsibility is in question
- Consultation and Training
 - Recognition of mental disorders and effective services to dually diagnosed persons



Memorandum of Understanding RC – DMH Responsibilities (continued)

- Meet quarterly – Countywide and Regionally
- Review effectiveness of collaboration
- Address outstanding policy issues between LACDMH and RCs
- Establish direction and priorities for ongoing collaboration



Collaboration Models: Countywide

- Countywide Liaisons
 - District Chief – Countywide Outpatient Issues
 - District Chief – Inpatient Resources
 - District Chief – Children's Services



Collaboration Models: Outpatient Services in Service Areas

- LACDMH Service Area Navigators and Local Regional Center Liaison
 - Convene joint local meetings for improved access to care
 - Case consultations
 - Develop/organize cross training on clinical topics relevant to dually diagnosed children and adults



Collaboration Models: MHSA

Collaboration with MHSA funded RC projects

- Medication management for psychiatrists
- Best practices working with children/families
- Evidence-based psychotherapeutic practices
- Recognition, screening, referral, evaluation, treatment
- TAY Service Integration Project
- Tools for Accessing Quality of Services



Quality Assurance/Accountability Processes for Ensuring Efforts Meeting DMH's Mission/Mandate for Serving Persons with Disabilities



Facilities and Ensuring ADA Compliance

Karen K. Fullner, MPA

Chief, Administrative Support Bureau



The special circumstances people with disabilities face in receiving services from DMH under Title II of the ADA is architectural or physical access into the facilities; thereby, causing the services, programs, activities, and events to be inaccessible to people with disabilities. In addition to physical access, DMH must update and make changes to their policy, practices, and procedures to ensure that people with disabilities receive full access to facilities and benefit from the services that are offered by DMH.

DMH has been proactive in ensuring that their facilities (leased/owned) are in compliance with the requirements of Title II of the ADA. Listed are the following:

- On October 25, 2011, DMH approved Policy #108.02 – **Service Animals in the Workplace** – and the Policy is available on DMH's Intranet website.
- DMH is in the process of updating Policy #100.03 – **Accessibility** – this Policy will outline County events that are held in County's owned or leased facilities, the grievance process/compliant procedure, and effective communication.
- DMH ensures that their directly-operated and co-located sites (within their own area) post the County's notice document on Policy of Non-Discrimination on the Basis of Disability (**Attachment I**). The document provides staff, clients, families, and volunteers with a list of appropriate contacts to resolve concerns in the areas of employment, admission, clients' rights, and program access.



- DMH provides the public with the County's Complaint and Grievance Procedure (**Attachment II**) to respond to complaints regarding accessibility.
- From 2010 through 2012, ADA assessments were conducted and completed for approximately 53 directly-operated facilities in collaboration with former Office of Affirmative Action Compliance and now, Chief Executive Office, Disability Civil Rights Section. As a result of these assessments, barrier removal efforts began by:
 - Addressing low cost barriers removal;
 - Addressing barriers through our leasing process; and
 - Capital Projects Improvements.
- These ADA assessments and recommendations were recorded on a Transition Plan (TP) report. The TP report is viewed as a “living document” and updated regularly by the ADA Facilities Coordinator to reflect changes in conditions, and to address new issues involving non-compliance.



Listed are a few of the recent Leased/Capital Projects Improvements:

- **Coastal Asian Pacific Mental Health** entrances into the building have steps, but no ramp. In 2012 signage, pavement markings, and a door buzzer on the door were installed directing people with disabilities to an accessible entrance located on the side of the building. Security personnel are available to assist the public. Improvements and upgrades were completed by the owner.
- **West Valley Mental Health** the deficiencies and upgrades that were outlined in the TP report were completed in 2012. Improvements and upgrades were completed by the owner.
- **Edelman Westside Mental Health** entrances into the building had a step, but no ramp. In 2014, signage, hand rails, and a ramp were installed in the lobby area to assist people with disabilities.
- **Arcadia Mental Health, Downtown Mental Health, Downtown Mental Health FSP, and Long Beach Mental Health** - Improvements are being made to upgrades these facilities, which will improve the deficiencies that were outlined in the original TP reports: The upgrades to these facilities were either completed in 2014, or the plans are that these facilities will be completed by end of 2015. The original TP reports for these facilities outlined approximately 30 or more barriers that impacted public access to receive services; these facilities are or will soon to be available to the public.



Inclusive Emergency Planning

Rakdy Khlok

Senior Disaster Services Analyst

Emergency Outreach Bureau- Disaster Services Unit



Inclusive Emergency Planning Report

- LACDMH and other County departments must provide monthly reports to the County Office of Emergency Management regarding their activities related to disaster planning and people with disabilities and others with access and functional needs
- Court ordered
- 6 year project



Access and Functional Needs Committees

Below is a list of committees LACDMH attends to support disaster planning for people with disabilities and access and functional needs.

- **Los Angeles County Access and Functional Needs (AFN) Committee**
 - Monthly forum to share best practices and raise awareness regarding people with disabilities and others with access and functional needs.
- **Los Angeles County Executive Steering Committee for Inclusive Emergency Planning**
 - Monthly forum focusing on the monthly Inclusive Emergency Planning Report, which satisfies a court order requiring the County to demonstrate their efforts in disaster planning for people with disabilities and others with access and functional needs.
- **City of Los Angeles' Emergency Management Coalition of People with Disabilities and others with Access and Functional Needs (Coalition)**
 - Focuses on the Los Angeles City's efforts to satisfy a court order requiring the City to demonstrate their disaster planning for people with disabilities and others with access and functional needs.



Specific Disaster Planning Committees

Below is a list of committees that LACDMH attends to ensure the needs of people with disabilities and access and functional needs are addressed in specific disaster plans.

- Children in Disaster
- Family Assistance Center Plan
- Mass Care and Shelter
- Senior Emergency Preparedness Action Committee



Other LACDMH Efforts

- Training
 - Building Emergency Coordinators are requested to survey their staff for people who may need assistance during an evacuation and develop a plan.
 - Select LACDMH staff are trained to serve as a Functional Assessment Service Team member at a disaster shelter site. Members will assist the team to identify unmet mental health needs.
- Materials
 - Brochures in different languages
 - Brochures distributed year-round during disaster fairs at senior centers, community events, Juvenile Hall, etc.
 - Website updated for accessibility



Public Information/Outreach Efforts to Ensure Citizens with Disabilities are Aware of Mental Health Services



Outreach and Engagement

- Anti-Stigma
- Cultural Competency
- Statewide and Local Strategies



Initiatives to Improve Mental Health Services to Persons with Disabilities

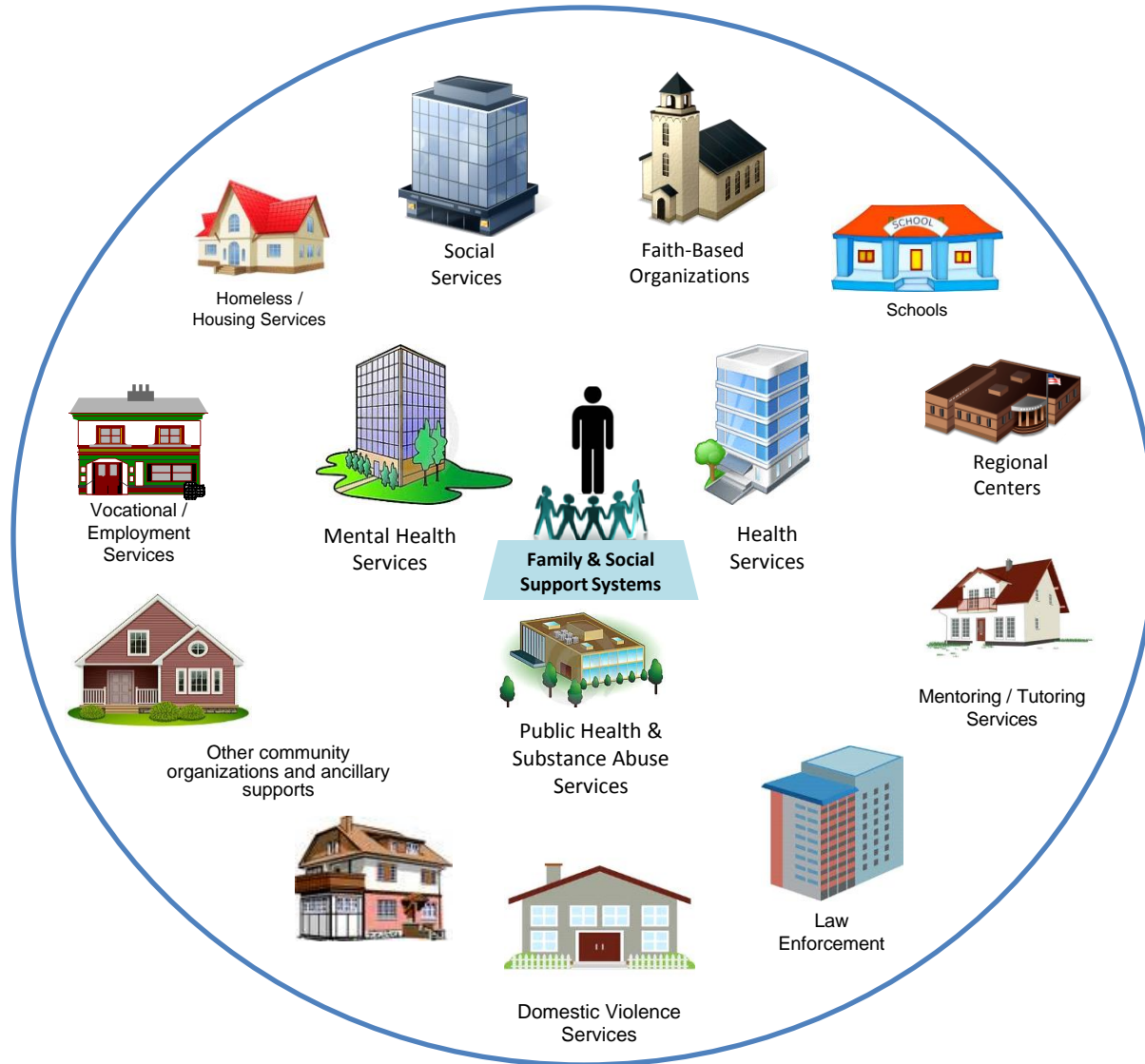


Initiatives

- Five Acres was awarded the Deaf/Hearing Impaired SEI grant in November 2014 to provide mental health services using Interpersonal Psychotherapy, Group CBT, and TF-CBT, as well as other approved PEI practices. This is ongoing for \$875,000 annually.
- The Blind/Visually Impaired SEI, intended to provide early intervention mental health services, is in development and will be released in early fall 2015. This is ongoing for \$150,000 annually.

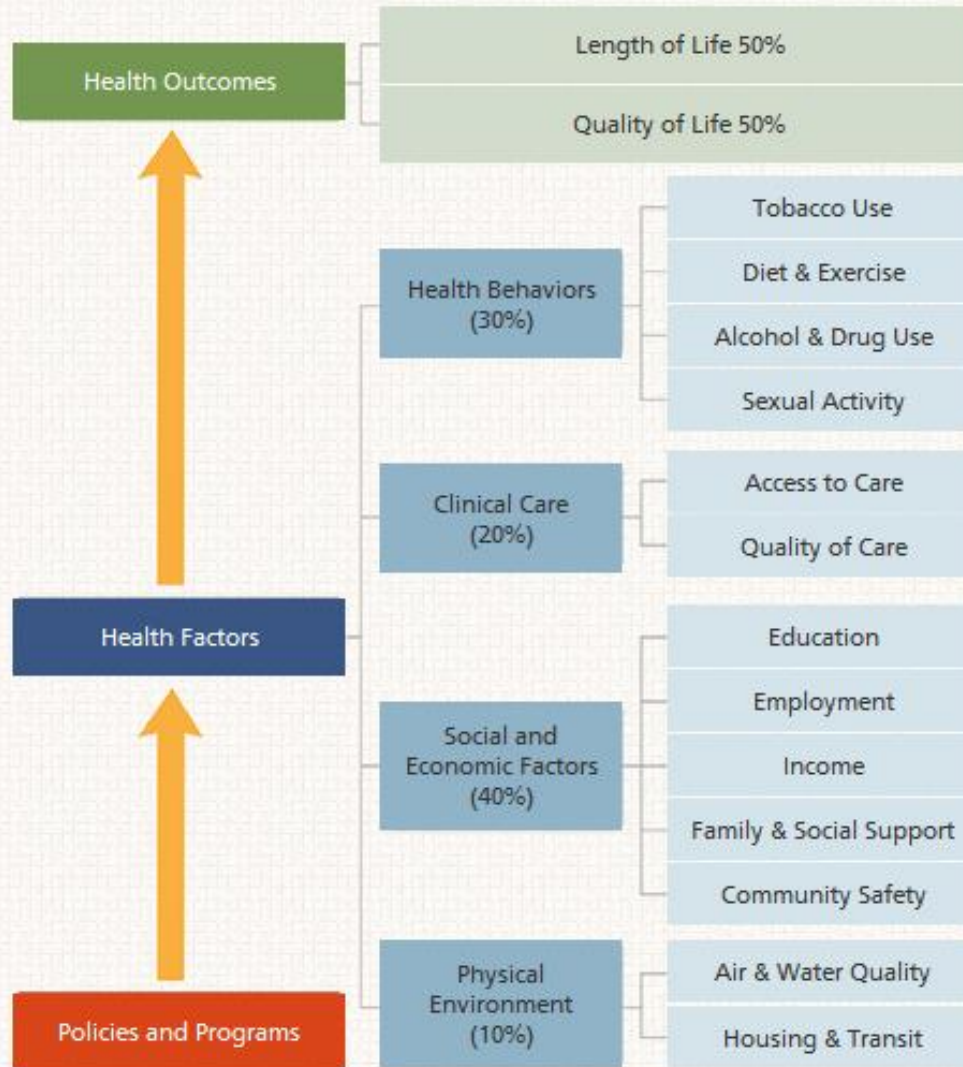


Health Neighborhood



What

Counts



County Health Rankings model © 2014 UWPHI



Health Neighborhoods

Five Pilot Health Neighborhoods

Service Area 1 – Lancaster

Service Area 2 – Pacoima

Service Area 4 – Boyle Heights

Service Area 4 – Downtown

Service Area 6 – MLK/Watts/Willowbrook

Service Area 8 – Central Long Beach



The Role of Peers in Recovery



Involvement of Peers

Consumers, or peers, are significantly involved in the recovery process. Current programs or opportunities for peer involvement include:

- Client Leadership Training
- Home and Recovery Conferences
- Client Coalitions
- Peer Specialist Training Institute
- Family Engagement and Inclusion
- Peer Clinic Surveys
- Consumer Conference Scholarship



Community Health Promoters

Community Health Promoters/Promotores are peers trained to enhance a community's understanding of mental health, focusing on traditionally underserved or underrepresented populations. Health promoters are both culturally and linguistically competent, and have a close understanding of the community of focus.*

Functions of Community Health Promoters include:

- Outreach
- Community education
- Informal counseling
- Social support
- Advocacy



*Source: LACDMH MHSA 3 Year Program & Expenditure Plan, FY 14-15 through 16-17

